

## **MICROCOMPUTER/WORD PROCESSING SUPPORT ASSISTANT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a technical position in a computer center which requires extensive user contact in the training and use of selected equipment. The work involves assisting in the development, implementation and maintenance of computer systems, including personal computers and other electronic equipment. Operating systems may vary depending upon equipment. Work is performed under the general supervision of a higher level employee. Supervision is not normally a function of the position.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Trains users in the use of computer hardware and software;
2. Receives telephone inquiries and provides users with assistance in the operation and uses of computer hardware and software;
3. Assists in the development and implementation of assigned systems;
4. Evaluates assigned computer hardware and software and makes recommendations to a higher level employee;
5. Visits user installations and uses equipment to backup files;
6. Receives, tests and modifies computer configuration prior to installation;
7. Installs and moves equipment;
8. Handles routine maintenance problems and contacts vendors for service on equipment when necessary;
9. Assists in the development of, or may independently develop, user education courses for supported software products;
10. Maintains inventory and service contracts of installed software and hardware components;
11. Assists in the production of reports using appropriate hardware and software.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of computer hardware, software and general concepts and capabilities; good knowledge of potential uses and general limitations of personal computers and other electronic equipment; working knowledge of personal computers and other electronic equipment operations; working knowledge of system design and programming for personal computers; ability to learn comparable applications for other electronic equipment; ability to research the various hardware and software products available in the field and to determine their applicability to agency needs; ability to understand complex oral and written material; ability to work with others; ability to communicate effectively, both orally and in writing, with both technical and non-technical staff; ability to develop and conduct training programs; personal characteristics necessary to perform the duties of the position; physical condition commensurate with the demands of the position.

## **MICROCOMPUTER/WORD PROCESSING SUPPORT ASSISTANT** (Cont'd)

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma AND:

- EITHER: (A) A recent\* Associate's or higher-level degree in Computer Science, Computer Programming, Computer Engineering, Computer Information Systems, Information Management, Information Technology, Network Administration, Software Engineering or Cybersecurity;
- OR: (B) An Associate's or higher-level degree in Computer Science, Computer Programming, Computer Engineering, Computer Information Systems, Information Management, Information Technology, Network Administration, Software Engineering or Cybersecurity and one (1) year of recent\* full time paid work experience which included the development, implementation and maintenance of computer systems, including personal computers and other electronic equipment, as well as training users in the use of computer hardware and software;
- OR: (C) Three (3) years of recent\* full time paid work experience which included the development, implementation and maintenance of computer systems, including personal computers and other electronic equipment, as well as training users in the use of computer hardware and software;
- OR: (D) An equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

\*Recent is defined as occurring within the ten (10) years immediately prior to the date of application.

### **SPECIAL REQUIREMENTS:**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application, and to maintain the position.

Candidates must be able to transport, move and install computer equipment weighing up to 50 pounds at a variety of locations.

### **NOTES:**

1. Only education gained at a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education is acceptable for purposes of qualification.
2. Unless otherwise specified, part-time experience will be pro-rated towards meeting the full-time experience requirements.

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ADOPTED: 04/10/85

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